Privacy Policy

Last edited: November 4, 2024

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This Privacy Policy explains how Authentic Interactions Inc. and its subsidiaries and affiliated companies ("**Company**," "**we**" or "**us**") collect, use, and disclose information about you. This Privacy Policy applies when you use our websites, mobile applications, and other online products and services that link to or otherwise reference this Privacy Policy, including our websites at https://storyfile.com/ and https://life.storyfile.com (collectively, the "**Services**") or when you otherwise interact with us. Note that certain Company websites and applications may have separate privacy policies that govern their use, which can be accessed from those websites or applications.

We may change this Privacy Policy from time to time. If we make changes that we deem material, we will notify you by revising the date at the top of the policy, and we may provide you with additional notice (such as adding a statement to our website homepage or sending you a notification). We encourage you to review the Privacy Policy whenever you access the Service or otherwise interact with us to stay informed about our information practices and the choices available to you.

COLLECTION OF INFORMATION

Information You Provide to Us
We collect information you provide directly to us. For example, we may collect information when you create an account, create a profile, tagline or bio, make a payment, fill out a form, participate in a contest or promotion, request customer support, send us an email, or otherwise communicate with us. The types of information we may collect include your name, email address, password, payment information and any other information you choose to provide.

Recordings
The Services include the ability to record interactive conversational videos (each a "StoryFile Video") and to ask questions and otherwise interact with StoryFile Videos created by you or third parties. When you record a StoryFile Video, we capture your voice and likeness as well as any information you provide in your StoryFile Video. When you interact with StoryFile Videos through the Services, an audio file of your voice is captured and processed, and a transcript of your interaction is created from the audio file. The audio file is not retained after it is processed, but the transcript may be retained and used as described in the section on Use of Information below.

Automatically Collected Information
When you access or use our Services, we automatically collect certain information about you, including:

- Log and Usage Information: We collect information related to your access to and use of the Services, including the type of browser you use, app version, access times, pages viewed, your IP address, and the page you visited before navigating to our Services.
- Device Information: We collect information about the computer or mobile device you use to access our Services, including the hardware model, operating system and version, unique device identifiers, and mobile network information.
- Information Collected by Cookies and Similar Tracking Technologies: We (and our service providers) use different technologies to collect information, including cookies and web beacons. Cookies are small data files stored on your hard drive or in device memory that help us improve our Services and your experience, see which areas and features of our Services are popular, and count visits. Web beacons (also known as "pixel tags" or "clear GIFs") are electronic images that may be used in our Services or emails and help deliver cookies, count visits, and understand usage and campaign effectiveness. For more information about cookies and how to disable them, see Your Choices below.

Information We Collect from Other Sources
We may also obtain information about you from other sources and combine that with information we collect directly from you. For example, if you create or log into your account through a social media site, we will have access to certain information from that site, in accordance with the authorization procedures determined by such social media site.

USE OF INFORMATION

We may use the information we collect to:

- Provide, maintain and improve the Services and any products or services we provide, including to create and facilitate your interactions with StoryFile Videos;
- Send you technical notices, updates, security alerts, and support and administrative messages and to respond to your comments, questions, and requests and provide customer service;
- Communicate with you about products, services, and events offered by Company and others, and provide news and information we think will be of interest to you (see Your Choices below for information about how to opt out of these communications at any time);
- Monitor and analyze trends, usage, and activities in connection with our Services and any products or services we provide;
- Detect, investigate and prevent fraudulent transactions and other illegal activities and protect the rights and property of Company and others;
- Personalize your online experience;

- Test, maintain, and improve the Services and the technology we use, including the use of StoryFile Videos, transcripts, and other information for quality control, research and development, and data analysis purposes;
- Facilitate contests, sweepstakes, and promotions and process and deliver entries and rewards; and
- Carry out any other purpose described to you at the time the information was collected.

SHARING OF INFORMATION

We may share personal information about you as follows or as otherwise described in this Privacy Policy:

- With vendors, service providers, and consultants who need access to such information to carry out work on our behalf, such as speech recognition providers, payment processors, and other vendors who assist us in providing and maintaining the Services and otherwise providing support for the internal operations of the Services;
- In response to a request for information if we believe disclosure is in accordance with, or required by, any applicable law or legal process, including lawful requests by public authorities to meet national security or law enforcement requirements;
- If we believe your actions are inconsistent with our user agreements or policies, or to protect the rights, property, and safety of Company or others;
- In connection with, or during negotiations of, any merger, sale of company assets, financing or acquisition of all or a portion of our business by another company; and
- With your consent or at your direction.

We may also share aggregated or de-identified information that cannot reasonably be used by those third parties to identify you. For example, we may produce reports on the most popular search terms by collecting general search term data based on individual searches, and we may provide or enable access to non-identifying and aggregate usage and volume statistical information to third parties.

If you invite others to join your StoryFile Circle or set the privacy setting of your StoryFile Video to public, your StoryFile Video may be available to others in accordance with such invitations and settings.

RETENTION OF INFORMATION

Typically, we retain your personal information for the period necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law. Where certain grounds apply, the law authorizes you to make a request that your personal information be deleted and triggers our corresponding obligation to comply, unless exceptions apply.

ANALYTICS SERVICES PROVIDED BY OTHERS

We may allow others to provide analytic services, including, among others, Google Analytics. These entities may use cookies, web beacons, device identifiers and other technologies to collect information about your use of the Services, including your IP address, web browser, mobile network information, pages viewed, time spent on pages, links clicked, and conversion information. This information may be used by Company and others to, among other things, analyze and track data, determine the popularity of certain content, deliver and content targeted to your interests on our Services, and better understand your online activity. For information as to how Google Analytics collects and processes data, please see www.google.com/policies/privacy/partners/.

PROTECTION OF INFORMATION

We use physical, technical, and organizational security measures to safeguard your data from unauthorized or accidental disclosure. Despite these efforts, no information system can be 100% secure, so we cannot guarantee the absolute security of your information. Users also have a role to play in keeping their data safe. We encourage you to use a unique and hard-to-guess password for your account and to not share it with others. You should monitor your account

regularly. If you believe that someone has gained access to your account without your permission, please contact us immediately so that we can investigate.

TRANSFER OF INFORMATION TO THE UNITED STATES AND OTHER COUNTRIES

Company is based in the United States and we process and store information in the United States. Therefore, we and our service providers may transfer your information to, or store or access it in, jurisdictions that may not provide equivalent levels of data protection as your home jurisdiction. We will take steps to ensure that your personal data receives an adequate level of protection in the jurisdictions in which we process it.

GDPR (EEA and UK Users)
This Section applies only to natural persons residing in the European Economic Area and the United Kingdom (for the purpose of this section only, "you" or "your" shall be limited accordingly). It is Authentic Interactions' policy to comply with the EEA's General Data Protection Regulation (GDPR). In accordance with the GDPR, we may transfer your personal information from your home country to the U.S. (or other countries) based upon the following legal bases:

- Legitimate business interests: We could not provide our services or comply with our legal obligations without transferring your personal information to the U.S.
- Our use of Standard Contractual Clauses (also known as "Model Clauses") where appropriate.

You have the right to: opt out of non-essential cookies (see our Cookie Policy); access, correct, delete, restrict, or object to our use of your personal information; be forgotten; port your data; and withdraw consents. We enable exercise of these rights primarily through our services (which we reserve the right to modify). For example, we allow users to change their information, download their videos, and close their accounts. We also fulfill our obligations in response to direct requests. We will endeavor to process requests in a timely manner as specified by the GDPR. Please note that we may not be able to comply with requests to the extent that they would cause us to violate any law or infringe any other person's rights. We reserve the right to request appropriate identification. We will process requests free of charge unless they would impose an unreasonable cost on us.

If you have a request, complaint or inquiry, please contact us at the email address listed in herein or as provided at https://storyfile.com/dsar/. We are committed to working with you to obtain a fair resolution of any issue. You also have the right to file a complaint with the supervisory data protection authority of your jurisdiction.

Data Subject Rights
Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

YOUR CHOICES

Account Information
If you wish to delete your account, you can do so at any time through your dashboard, or you may email security@storyfile.com to request deletion of your account and data, but note that we may retain certain information as required by law or for legitimate business purposes. We may also retain cached or archived copies of information about you for a certain period of time. You may also delete your StoryFile Videos through the dashboard.

Cookies
Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. Please note that if you choose to remove or reject cookies, this could affect the availability and functionality of our Services.

Promotional Communications
You may opt out of receiving promotional emails from the Company by following the instructions in those emails. If you opt out, we may still send you non-promotional emails, such as those about your account or our ongoing business relations.

CONTACT US

If you have any questions or concerns about the Services or this Privacy Policy, please contact us at legal@storyfile.com.

STORYFILE

StoryFile is an AI-powered video platform that allows users to create and train conversational AI interactions, making AI conversations feel more human.

COMPANY

- Media/Press
- Book Demo
- Contact Us

SOLUTIONS

- Institutions
- Legacies

LEGAL

- Privacy Policy
- Terms of Service
- AI Ethics Policy
- Sub-Processors List
- Professional Service Terms

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